

JOB AIDS

CONFIDENTIAL OPERATIONS MANUAL #________

KITCHEN

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JOB AIDS INDEX



OPERATIONS MANUAL

Procedure # 100
Title: Ash Tray Service

Section: Job Aids
Effective Date: 4-01-83

JOB TITLE: Ash Tray Service

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES:

Towels	Trays
Ash Trays	Cleaning Supplies

PROCEDURE:

1. Check supply of ash trays on hand that are cleaned. (Three complete sets are needed.)

2. Clean all ash trays that are dirty.

3. During operating period, fill a tray with clean ash trays and take to dining areas.

4. Exchange dirty one with a clean one, until all clean ones have been used.

5. Return dirty ash trays for cleaning. Store in pan when cleaning is scheduled for later.

6. Repeat process until ash trays are clean in dining room.

7. Check with Team Leader/Management for other assignments.



JOB TITLE: Birthday Reservation Booking Procedures

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES

Special Events Book

Pencil

PROCEDURE:

1. Birthday party reservations will be accepted for any time the entertainment center is open.

2. Make certain the party is listed in the Special Events Book.

See Restaurant Procedures Manual, Section 2000 for more on Birthday Parties.



DESCRIPTION:

All carpet in the entertainment centers is to be maintained according to the below standards.

PROCEDURES:

Daily Cleaning:

1. When available, the back-pack and edging tool are to be used to clean around games, along walls, and for detail work.

2. When using the floor vacuum, make certain it is set at the proper heights (not to low) so it can perform as designed. Also, make sure the machines are maintained properly and bags are changed and cleaned.

3. All gum is to be removed daily by ShowBiz Pizza Place personnel. An effective gum remover and spotter are to be used.

Thorough Cleaning:

1. The carpets are to be regularly cleaned using the steam extraction method. The frequency and specific time of cleaning will depend on traffic, geographic location, and weather conditions. Generally, the carpet should be professionally cleaned three-four times per year.

   a. Portable or truck mount units are to be used.
   b. The pressure for cleaning must be at least 450 psi.
   c. The water temperature must not exceed 180°F.
   d. Chemicals are to be low or non-foaming emulsifiers, not exceeding 11.0 pH (alkaline).

2. Games do not have to be moved each time the carpet is cleaned but may be moved, if desired, on occasion.



OPERATIONS MANUAL

Procedure # 103
Title: Cleaning Products

Section: Job Aids
Effective Date: 4-01-83

DESCRIPTION: The following approved products are the only cleaning products allowed. There will be no substitutions. All cleaning products will remain under lock and key at all times.

1. CLICK. An all-purpose, concentrated liquid cleaner for floors, walls, counters, manual washing of dishes, pots and pans, and general cleaning. High sudsing, high detergency for use in all water conditions. Easy on hands. To be used in dispenser at pot and pan sink.

2. GREASESTRIP. A heavy-duty liquid degreaser that clings to vertical surfaces with no run off. Remove grease deposits in kitchen.

3. SOILAX LIQUID S. A liquid multi-purpose cleaner for cleaning windows, mirrors, and games.

4. BATHROOM CLEANER. A bathroom disinfectant and lime solvent. Cleans toilet bowls, floors, mirrors and glass. Removes scum, soap film, odors and stains. This is the only cleaner to use in the entire restroom area.

5. MIKROKLENE. A detergent sanitizer used for fast soil removal and broad spectrum action against bacteria, viruses, and fungi. Used basically for sanitizing department of pot and pan sink.

6. CARPET SHAMPOO. Cleaner and deodorizer for carpet and upholstery shampooing with dense sudsing action and anti-resoiling properties.

7. ECO-SAN. A sanitizer used in dish machine.

8. GUARDIAN ESTEEM. A powder detergent to be used in the dishwasher dispenser.

9. JET DRY. A concentrated liquid drying agent for controlled injection into the final rinse in spray type warewashing machines.

IMPORTANT: FOLLOW LABEL INSTRUCTIONS ON PRODUCT USE AND CONCENTRATION.



1. CLICK. Available only through dispenser at mop and compartment sink.

2. GREASESTRIP. To be used straight on oven and filter in spray bottle, ½ cup in two gallons water for anything else.

3. SOILAX LIQUID S. One ounce to gallon water.

4. BATHROOM CLEANER. Two ounces per one gallon water.

5. MIKROKLENE. One-half ounce per two ½ gallons warm water.

6. CARPET SHAMPOO.

   a. Light mixture - eight (8) ounces to one gallon water.

   b. Heavy mixture - sixteen (16) ounces to one gallon water.

7. ECO-SAN. Available through dispenser in dish machine. Amount of usage pre-set.

8. GUARDIAN ESTEEM. Packaged in fresh-paks which are to be added to dispensors on dish machine. Amount of usage is pre-set.

9. JET DRY. For use in automatic rinse injector. Amount of usage pre-set.



JOB TITLE: Door Host/Hostess

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES:

Free Drink Coupons	Full to Capacity Poster and Stand
Promo Tokens	Smiles

PROCEDURE:

1. Assemble all supplies and equipment needed.

2. As guests enter the entertainment center greet each by smiling and saying:

   "Good (afternoon/evening)" or "Hi, welcome to Showbiz Pizza Place."

   NOTE: Always vary what you say and have a sincere, enthusiastic attitude.

3. When the entertainment center fills to capacity (Manager will notify you when the restaurant is full), position the poster at the entrance and follow the policy as to the proper method for handling guests, either with promo tokens or free drink coupons or both.

4. For those guests which wish to wait, inform them as to the approximate waiting time.

5. As you let guests in, inform them to find seating as soon as possible after placing order. Otherwise, they may have no place to sit with their food.

6. As guests leave, thank each of them by saying:

   "Thank you for coming to ShowBiz Pizza Place and have a good day/evening."

   NOTE: If a guest complains to you about anything, ask him/her to wait while you get the manager. Never handle a complaint on your own.



OPERATIONS MANUAL

JOB TITLE: Entry Door Treadle Cleaning

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES:

Pot Brush

Bucket

Wet Floor Sign

Detergent Solution

PREPARATION:

Prepare detergent. (See Cleaning Products Formulas.)

PROCEDURE:

1. Remove all loose material prior to starting.
2. Scrub all door treadles with the pot brush and detergent solution.
3. Rinse treadles and let dry.

CLEAN-UP:

1. Clean up area. Mop as needed.
2. Rinse brush and bucket in water.
3. Return equipment and supplies to storage area.



OPERATIONS MANUAL

JOB TITLE: Entry Glass Cleaning

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES:

- Squeeze Bottle
- Detergent Solution
- Paper Towels

PREPARATION:

Fill squeeze bottle with water and detergent solution and label properly. (See Cleaning Product Formula)

PROCEDURE:

1. Wet down each section of glass.
2. Using paper towel, wipe glass until dry and free of streaks.
3. Repeat the above two steps on the other side of the glass.

CLEAN-UP:

1. Clean up area.
2. Return equipment and supplies to storage area.



OPERATIONS MANUAL

JOB TITLE: Entry Mat Cleaning

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES:

- Hose with nozzle
- Detergent Solution
- Deck Brush
- Bucket
- Broom

PREPARATION:

1. Remove all loose materials from the mat.
2. Prepare detergent solution. (See Cleaning Products Formulas.)

PROCEDURE:

1. Wet down with hose.
2. Scrub mat using deck brush.
3. Flush out mat with hose.
4. Hang mat out to air dry.
5. After drying, place mat in entry way.

CLEAN-UP:

1. Drain and recoil hose.
2. Rinse and hang deck brush to dry.
3. Rinse and replace bucket.
4. Return equipment and supplies to storage area.



OPERATIONS MANUAL

JOB TITLE: High Chair Sanitation

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES

Towel and Towel Pan

Detergent Solution

High Chairs

PROCEDURE:

1. Each entertainment center will have a sufficient amount of high chairs assigned. High chairs are to remain clean at all times.

2. After each usage, the high chair is to be thoroughly cleaned.

3. If a tray is provided, reassemble. Place chairs in designated area.

4. If a tray is provided, it is to have a napkin. The tray is to be covered with plastic wrap.



Procedure # 111
Title: Merchandise Labeling
Section: Job Aids
Effective Date: 4-01-83

OPERATIONS MANUAL

JOB TITLE: Merchandise Labeling with Monarch 1623 "DIAL-A-PRICER"

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES:

Monarch 1623 Dial-A-Pricer   Merchandise

ShowBiz Pizza Place Labels

PROCEDURE:

1. Place machine on a level, sturdy work surface with ample space to handle job.

2. Check machine to see if more labels are needed, and if so:

   a. Turn hand wheel until it stops with the red arrows aligned.

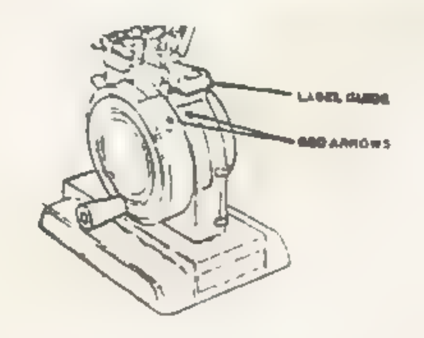


FIG 1

   b. Open label covering by flexing white tab.

   c. Place roll on spindle so it unrolls counter-clockwise. Unwind about 8" and thread free and out through opening and close cover.



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d. Pass free and around label unwind spring and thread between retainer and roller guide. (See fig. #2)

e. Press down on pension plate handle.

f. Press label forward under label pension plate until first label is aligned with red vertical bar on instruction plate.

3. Set correct code and pricing for item being labeled as follows:

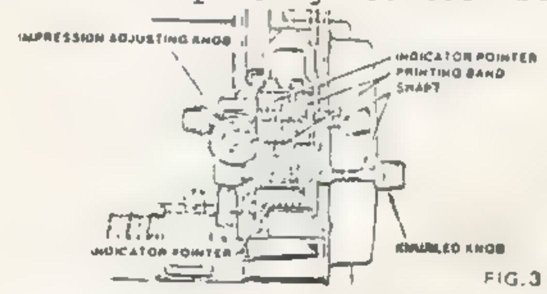


FIG.3

a. Turn the handwheel until it stops with the red arrow aligned.

b. Grasp the knurled knob and slide the shaft back and forth until the band is reset at the end of the indicator pointer. (See fig. #3)

c. Turn the knob until the desired character (or blank) is being indicated by the pointer. (See fig. #3)

4. To print labels, turn handwheel one complete revolution for each label needed.



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Procedure # 111 Page 3
Title: Merchandise Labeling
Section: Job Aids
Effective Date: 4-01-83

TROUBLESHOOTING
INKING AND PRINTING:

1. If the printing on the tags begins to lighten, the machine may need a new ink cartridge (Fig. #2). Lift up on the old cartridge and pull it straight out. Insert a new cartridge and make sure that it drops securely into place.

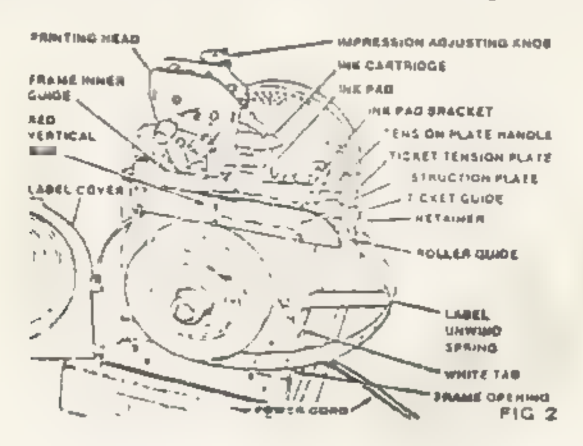


FIG 2

CAUTION: Never attempt to re-ink a cartridge or pad with bottled ink. This can result in a costly mess. Always keep a fresh cartridge on hand for use when needed.

2. Examine the ink pad for wear. If it appears slightly worn, it can be turned over or reversed end for end. If badly worn, it should be replaced. To invert or replace pad, remove pad with tweezers or other suitable tool. When installing, press pad firmly down into cup.

3. If the printing is too high or too low on tickets, tags or labels, adjust ticket feed lever adjusting cam (Fig. #6). Pull the retaining spring away from the cam and push up on cam if printing is too high, down if the printing is too low. Adjust cam one notch at a time and check adjustment after each step.

ADJUSTING CAM
RETAINING SPRING

FIG.6

4. Excessively light or heavy printing can be improved by moving the impression adjusting knob (Fig. #3) to LIGHT or HEAVY depending upon the problem.

MAINTENANCE:

1. Lubricate the machine monthly at the points indicated in Fig. #8. Monarch special oil is recommended. Apply it sparingly - a drop or two should be sufficient.



FIG.8

2. To keep your machine operating at peak efficiency, keep it covered when not in use and clean it whenever it becomes dirty. Monarch solvent No. 71-8982 has been especially developed to remove dirt and ink stains without damage to the painted surface. It should not, however, be used to clean the printing bands. Brushing alone should be sufficient to clean the printing bands.



OPERATIONS MANUAL

JOB TITLE: Office Clerk

REPORT TO: Management

FORMS NEEDED:

- Daily Bill Changer Reading
- Invoice Transmittal Summary
- Weekly Report of Cash Purchases
- Safe Control Log
- Hourly Readings
- Food Inventory Record
- Daily Prep List
- Weekly Cash Report
- Weekly Cash Summary
- Weekly Game Collection Summary

DAILY PROCEDURES:

1. Assemble the Register Closing Report. Record hours on payroll sheet daily and total at end of week.
2. Transfer accountability from station reports to cash report. Balance.
3. Transfer food and beverage sales to summary balance.
4. Finish cash summary by day's sales.
5. Check hourly readings schedule is finished.
6. Transcribe token usage to collection report.
7. Calculate labor hours from time card total and complete on cash summary labor percentage.
8. File the Register Closing Report and cashiers' accountabilities in weekly file.



9. Check deposit. Make sure deposit slip is prepared properly.

10. Have deposit ready for management to take to the bank. Remind management to buy change.

11. After the bank, date all deposit slips for the day of business.

12. File validated deposit receipts.

13. Post figures on weekly game collection summary.

14. Total daily bill change readings.

15. Post all petty cash vouchers and make sure they are signed with correct account number, and have the receipt attached.

DAILY MISCELLANEOUS PROCEDURES:

1. Birthday parties schedule.

2. Keep office clean and neatly organized.

3. Answer phone per procedures.

4. Keep office supplies well stocked.

5. Keep filing system up-to-date.

6. Take all mail to post office.

7. Roll tokens.

8. New employee files complete:

   a. Intent to hire.

   b. Personal history.

   c. Insurance card.

   d. Attendance record.

   e. List phone numbers on manager's rolodex.



END OF THE WEEK ACCOUNTING PROCEDURES:

1. Total games collection token dispensed section of game collection report.

2. Total cash receipts and balance.

3. Total cash summary and balance.

4. Total daily bill changer readings.

5. Total hourly sales reports.

6. Total time cards for 1 or 2 week period.

7. Assist manager with end-of-the-week duties as needed:

   a. All forms completed for payroll (change of rate, termination, new hire, transfer).

   b. Check all invoices for signatures and account numbers.

   c. Total weekly invoice record of purchases and balance.

   d. Assemble all reports, make copies, and mail to proper destinations.

   e. Follow proper filing procedures meeting company, state, and national regulations.



OPERATIONS MANUAL

Procedure # 113
Title: Parking Lot Cleaning

Section: Job Aids
Effective Date: 4-01-83

JOB TITLE: Parking Lot Cleaning

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES

- Hose with Nozzle
- Putty Knife
- Deck Brush
- Detergent Solution

PREPARATION:

1. All loose material must be swept up prior to starting cleaning procedures.
2. Remove all gum or other sticky substances. Use putty knife.

PROCEDURE:

1. Wet down with hose, apply detergent solution.
2. Scrub, using deck brush.
3. Flush with hose.
4. Grease Spots on Black Top:
    a. Wet down using hose and apply one cup (less for small spots) solution.
    b. Scrub, using the deck brush.
    c. Flush with hose.

CLEAN UP:

1. Drain and recoil hose.
2. Wash deck brush in same solution from the mop bucket, rinse and hang to dry.
3. Return all equipment and supplies to storage area.



OPERATIONS MANUAL

JOB TITLE: Restroom Cleaning

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES

- Bowl Brush
- Bucket
- Mop Bucket
- Mops
- Towel
- Paper Towels
- Detergent Solution

PREPARATION:

Fill the bucket with detergent solution (see Cleaning Product Formulas).

PROCEDURE:

1. Sinks.

   a. Clean mirror. Spray cleaner onto mirror and polish with paper towel.

   b. Clean walls with hot soapy water.

   c. Scour sink, using small amount of detergent solution. Scrub bowl, faucet, ledges, sides and front. Rinse with clean water. Polish chrome with paper towel.

2. Urinals.

   a. Flush urinals and remove debris.

   b. Use bowl brush with small amount of detergent solution. Scrub interior, under front lip and under area around flush valve.

   c. Scrub flush valve, top, sides and underside.



   d. Rinse with clear water

   e. Polish flush valve with paper towel.

   f. Flush urinal.

3. Toilets.

   a. Flush toilets.

   b. Clean bowl of toilet with small amount of detergent solution and bowl brush. Scrub entire area under the rim.

   c. On tank type, clean tank with soapy water. Polish flush valve with paper towel.

   d. Wash top and bottom of seat with detergent solution. Rinse with water. Dry with paper towel.

4. Partitions.

   a. Wash with detergent solution.

   b. Rinse with clean water.

   c. Dry and polish with paper towel.

5. Walls. Walls should be washed periodically. Interim cleaning consists of washing frequently soiled areas using detergent solution.

6. Floors. Floors are washed according to wet mopping procedure.



Procedure # 115
Title: Screens, Filters and Condensors Cleaning
Section: Job Aids
Effective Date: 4-01-83

OPERATIONS MANUAL

JOB TITLE: Screens, Filters and Condensors Cleaning

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES

Vacuum

Hand Broom

PROCEDURE:

Use on all equipment with condensor.

1. Fill air tank at service station.
2. Spray coils until clean.
3. Clean area with broom and pan.
4. Release pressure in air tank.



OPERATIONS MANUAL

JOB TITLE: Skeeball Ticket Redemption

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES:

Skeeball Prizes

PROCEDURE:

1. Check skeeball inventory in gift shop area to insure adequate stock of all items.
2. Check the Skeeball Redemption signs for the correct ticket values.
3. When receiving tickets for redemption:
   a. Count them carefully to insure correct amount.
   b. Give guest desired prize.
   c. Tear redeemed tickets in half.



OPERATIONS MANUAL

JOB TITLE: Table Bussing

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES

Clean and slightly damp cloth

Spray bottle of Sanitizer Solution

PREPARATION:

1. Be aware of the flow of business. Example: Guests tend to leave tables at the end of a show.

2. Judgement - It is necessary to determine if people who have left a table plan to return to it. Look for unfinished drinks, food, etc. Pre-bus if possible without disturbing guests.

PROCEDURE:

To effectively perform this procedure, the steps must be completed IN ORDER:

1. Ash Tray - Open a napkin and empty tray into it. Wipe out tray with a clean napkin.

2. Liquids & Ice - Pour into largest container.

3. Napkins - Stuff all napkins into cold cups.

4. Food Scraps - Collect all food scraps on the largest tray.

5. Place pizza plates, salad plates, plastic utensils, and straws on top of food.

6. Additional Trays - Stack on top of scrap tray.

7. Metal forks - Put on top tray.

8. Completely wipe down tables, including all edges, and chairs.



9. Pick up stack of trays with one hand.
10. Pick up pitchers and cold cups with other hand.
11. Take to kitchen or service staging area.
12. Arrange table setting and clean all condiment containers.
13. Wipe down chairs and place under table properly.
14. Take high chairs to kitchen for cleaning.



OPERATIONS MANUAL

Procedure # 118
Title: Table Placement

Section: Job Aids
Effective Date: 4-01-83

JOB TITLE: Table Placement

REPORT TO: Team Leader/Management

PROCEDURE:

Prior to opening and all during the day's business, the following table placements are to be maintained. Keep a 6 inch space between each table in the rows. Rows are to be 5 feet apart to allow for adequate aisle space. Align middle row with center of stage.

Different room sizes can change seating patterns, but the basic requirements will still apply.



JOB TITLE: Team Leader (Production & Service)

REPORT TO: Management

OPENING:

1. Assist manager with opening check.
2. Prepare prep schedules.
3. Supervise and assist all employees in doing opening work and assignments.
4. Assist in prep, sanitation, production and set-up of the restaurant.
5. Check all deliveries making sure everything is accounted for, dated, stored and rotated properly.
6. Coordinate breaks and lunch periods for all eligible employees.
7. Enforce grooming standards.

DURING SHIFT:

1. Maintain company policies and procedures. (Instant guest service, ongoing sanitation, control labor costs and maintain product quality.)
2. Supervise and assist in areas of responsibility.
   a. Kitchen
   b. Beverage
   c. Order/Gift Shop
   d. Dining Room/Playroom/General Cleaning
3. Keep all work areas clean -- clean as you go.

4. Assist management in training new employees.
5. Assist guests as needed.
6. Enforce grooming standards.

CLOSING:

1. Assist management with closing check.
2. Assist management in securing restaurant.
3. Supervise and assist all employees in doing their closing work assignments.



OPERATIONS MANUAL

JOB TITLE: Trash Receptacle Service/Tray Service

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES

Towels and Towel Pan

55 Gallon Plastic Bag

Trash Can Liner

Cleaning Supplies

Trash Holders

PROCEDURE:

Emptying

1. To empty a full trash can, take one backup liner.

2. Remove full trash can from the trash can holder and replace it with a clean trash can liner bag. Clean off the trash can with a moist towel.

3. Remove trash can to dumpster area.

4. Tie the top of the 55 gallon plastic bag in a knot.

5. Remove the plastic bag and discard in the dumpster (close lid of dumpster).

6. Repeat the process until all full trash holders are empty.

Maintenance

1. The outside of the can and holders are to be free of food particles and beverage syrup at all times.

2. Once a week, trash holders and cans are to be brought back to a designated area for cleaning as follows:

   a. Flush cans. Using the hose, flush off as much material as possible.

   b. Scrub cans. Dip pot brush into detergent solution and scrub interior and exterior of trash cans.

   c. Rinse cans. Flush detergent and suspend soil from cans with water from the hose.



d. Dry cans. Invert cans and allow them to air dry.

e. Clean up area.

f. Rinse brush under hot running water and rinse pail.

g. Return equipment and supplies to storage area.

3. Be sure cans and holders are in good repair.

Pizza Tray Service

1. Check all tray holders in dining area for dirty trays.
2. Remove trays to dish area.
3. Remove any large waste from trays into trash receptacle.
4. Prerinse trays in sink. Place on dish rack and start dish machine.
5. Dry trays--hand dry.
6. Remove cleaned dry beverage trays to Beverage Station.
7. Remove cleaned dry pizza trays to Cut Station.
8. Clean and wash trash holders.
9. Clean and store equipment used.
10. Check with management for any other assignments.



Procedure # 121
Title: Wet Mopping Floors

Section: Job Aids
Effective Date: 4-01-83

OPERATIONS MANUAL

JOB TITLE: Wet Mopping Floors

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES

- Straight Broom
- Two Mops
- Two Buckets
- Detergent Solution
- Wringer
- Scraper
- Deck Brush

PREPARATION:

1. Sweep floor and pick up all dust and loose soil.
2. Scrape up gum or other sticky substances.
3. Fill first bucket with hot detergent solution. (See Cleaning Product Formulas.)
4. Fill other bucket with hot water.
5. Do not fill so that water will spill.
6. Post "WET FLOOR" signs ahead of and behind area to be cleaned.

PROCEDURE:

1. Dip wash mop in detergent solution, wring lightly and apply to floor (10 x 10 area at a time).
2. Scrub floor. Use a deck brush and scrub heavily soiled and high traffic areas.
3. Pick up detergent. Dip rinse mop in clean rinse water, wring out and pick up detergent and suspended soil, rising and wringing out the mop frequently. Go over the area at least twice. Change rinse water frequently. Mop floor dry.



4. After cleaning 1,000 square feet (10 areas 10 x 10), or if detergent solution becomes heavily soiled, empty bucket and prepare fresh solution.

Clean Up:

1. Rinse mops in clear warm water.

2. Wash mops with detergent solution.

3. Rinse mops under running hot water, wring out hard and hang strands down with mop head suspended in clean detergent. Cut off loose or longer strings.

4. Wash dolly with the same detergent solution.

5. Scrub buckets inside and out; invert to air dry.



OPERATIONS MANUAL

JOB TITLE: Window Washer

REPORT TO: Team Leader/Management

EQUIPMENT AND SUPPLIES:

Detergent Solution

Spray Bottle

Paper Towels

PROCEDURE:

1. Fill Spray bottle with water and detergent solution. (See Cleaning Product Formulas.) Spray light mist over windows and then wipe firmly with paper towels. Wipe until windows are dry, streakless and clean.

2. After window is cleaned, wipe window enclosures, handles and window sills (interior and exterior) in the same manner.



SHOWBIZ PIZZA PLACE

From: ______________________________ (Evaluator)

To: Director of Quality Assurance

Subj: Quality Assurance Evaluation

Attachment: Quality Assurance Evaluation Form

1. In accordance with company directives an official evaluation has been completed with the following results.

2. Date of Evaluation: __________

   Entertainment Center: ______________________

   Total Points Earned: __________

   Evaluation Grade: ______________________

3. The following comments and recommendations are of significance concerning this evaluation. The annotated evaluation form is attached for reference and information.

____

____

____

____

____

____

Signature (Evaluator) / Date

ShowBiz Pizza Place, Inc. Executive Committee Approval April 19, 1985

ShowBiz Pizza Place, Inc.
4441 W. Airport Frwy. • Irving, TX 75062 • (214) 258-8507
A Subsidiary of Brock Hotel Corporation



PART I GUEST SERVICE

A. EXTERIOR	WEIGHT	5	3	1	0	Total Earned Points	Comments:
1. Parking lot striped, clean & good repair	5						
2. Now appearing boxes clean & in good condition & operative	5						
3. Landscape neat, clean, & good repair	5						
4. Building in good condition/ repair	5						
5. Lights & approved sign clean, good condition and operative	5	=		=			
6. Walkways clean, safe, & in good repair.	5	=		=			

B. ENTRYWAY	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Treadle, baseboards, floor, carpets clean & good repair	5						
2. Doors & windows clean & in good repair. Doors unlocked	5						
3. Walls clean & in good repair	5						
4. Ceiling panels, lights & vents clean, & in place	5						

C. GIFT AREA	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Floors/cases/counters/walls/ merchandise clean & good repair	5						
2. Well stocked & displayed	3						
3. Cotton candy machine clean and in good repair	2	=		=			
4. Cotton candy fresh & fluffy	2	=		=			
Total Points							

Column 5 is Noteworthy
3 is Meets Standards
1 is Needs Improvement
0 is Poor



PART I GUEST SERVICE

D. FRONT ORDER COUNTER	WEIGHT	5	3	1	0	Total Earned Points	Comments:
1. Quick & courteous service	10						
2. Order cashier explaining and thanking	10						
3. Cashier suggestive selling	10	=		=			
4. Area clean, organized, & in good repair	5						
5. Menu board lighted, clean, and in good repair	3	=		=			
6. Change counted back to guest	3	=		=			
7. Owner/Operator sign posted & in good repair	2	=		=			

E. SALAD BAR	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Products fresh & eye appealing	10						
2. Salad bar clean & maintained	10						
3. Area clean & in good repair	5						
4. Sneeze shield clean/dusted	5	=		=			
5. Products per recipe and spec.	5	=		=			
6. Salad refrigerator clean & good repair. Products dated and rotated	5	=		=			
7. Salad refrigerator (34-40°)	3	=		=			
8. Containers clean (ALL)	3	=		=			
9. Approved salad plates & utensils used	3	=		=			
TOTAL POINTS							

PART I GUEST SERVICE

F. PICK-UP STATION	WEIGHT	5	3	1	0	Total Earned Points	Comments:
1. Pizza has eye appeal	10						
2. Guest service friendly, quick, and explaining	10						
3. Service time being met (max.-20 min.) & order coordinated	10	=		=			
4. Service window, table, utensils inserts clean	5						
5. Pizza cut and served properly	5	=		=			
6. Approved serving items available for guests	3	=		=			
7. Key pad wrapped & clean	3	=		=			
8. Pizza trays clean & dry	3	=		=			
9. Video pick-up monitor working	2	=		=			
10. Video pick-up monitor clean	2	=		=			

G. BEVERAGE STATION	WEIGHT	5	3	1	0	Total Earned Points	Comments:
1. Quick and courteous service	10						
2. Area clean, well stocked, organized & in good repair	5						
3. Equipment clean & good repair	5						
4. Products per specification and recipe	5	=		=			
5. Drink heads calibrated properly	5	=		=			
6. Menu board properly lighted, clean & in good repair	3	=		=			
7. Ice scoops stored properly	3	=		=			
8. Serving trays clean and dry	3	=		=			
9. Change counted back to guest	3	=		=			
10. Approved serving containers	3	=		=			
11. Beverage Refrigerator (34°-40°)	3	=		=			
12. Ice machine clean, sanitary and in good repair	3	=		=			
13. Ice machine scoop stored prop.	3	=		=			
14. Cashier serving correct portion	2	=		=			
TOTAL POINTS							



OPERATIONS MANUAL

PART I GUEST SERVICE

H. RESTROOM - MENS	WEIGHT	5	3	1	0	Total Earned Points	Comments:
1. All fixtures clean, odor free	10						
2. All fixtures in good repair	5						
3. Floor & baseboards clean & in good repair	5						
4. Walls, vents, ceiling clean and in good repair	5						
5. Trash container lined, clean, odor free, and in good repair	5	=		=			
6. Tissue & soap supply adequate	5	=		=			
7. Lights working, clean and in good repair	5	=		=			

I. RESTROOM - LADIES	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. All fixtures clean, odor free	10						
2. All fixtures in good repair	5						
3. Floor & baseboards clean & in good repair	5						
4. Walls, vents, ceiling clean and in good repair	5						
5. Trash containers clean, lined odor free, and in good repair	5	=		=			
6. Tissue & soap supply adequate	5	=		=			
7. Lights working, clean and in good repair	5	=		=			

J. PERSONNEL	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. In proper & complete uniform	10						
2. Grooming & appearance correct	10						

K. MANAGEMENT	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Management grooming & appearance	10	=		=			
2. Management identifiable by guests	[illegible]	=		=			
TOTAL POINTS							



PART I GUEST SERVICE

L. SHOW DINING ROOM	WEIGHT	5	3	1	0	Total Earned Points	Comments:
1. Floors & baseboards clean & in good repair	5						
2. Walls, vents, ceiling clean & in good repair	5						
3. Tables, chairs, booths, clean & in good repair	5						
4. Condiments, filled, orderly and clean	5						
5. Background music muting during show	5	=		=			
6. Waste containers clean, odor free, & in good repair	5	=		=			
7. Tables bussed properly & in a timely manner	5						
8. Hi-chair & booster seats clean and available	3	=		=			
9. All lighting working properly (stairs too)	3	=		=			
10. Video pick-up sys.working prop.	2	=		=			
11. Video pick-up monitor clean	2	=		=			
12. Exit signs working	2	=		=			
13. Emergency lights operating	2	=		=			

M. OTHER DINING AREAS	WEIGHT	5	3	1	0	Total Earned Points	Comments:
1. Floors, walls, ceiling, baseboards and vents clean and in good repair	5						
2. Tables bussed properly & in a timely manner	5						
3. T.V. clean, operating correctly, & as per program	5	=		=			
4. Waste containers clean, odor free & in good repair	5	=		=			
5. Tables and chairs clean and in good condition	3						
6. Sound levels correct (TV 76dB, Games 70dB)	3	=		=			
TOTAL POINTS							



PART I GUEST SERVICE

M. OTHER DINING AREAS (Cont'd)	WEIGHT	5	3	1	0	Total Earned Points	Comments:
7. Condiments clean, filled, and orderly	3						
8. Exit signs working	2	=		=			
9. Video pick-up system working properly	2	=		=			
10. Video monitor clean	2	=		=			
11. Emergency lights operating	2	=		=			

N. HALLWAY	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Floors and baseboards clean & in good repair	5						
2. Walls, ceiling & vents clean & in good repair	5						
3. All doors clean and in good repair	5						
4. Waste containers clean, odor free and in good repair	5	=		=			
5. Lighting working & clean	3	=		=			
6. Background music audible	3	=		=			
7. All signs (Flex Banners) clean	3	=		=			
8. Emergency lights operating	2	=		=			
9. Exit sign working	2	=		=			
10. Cigarette machine clean & oper.	2	=		=			
11. Phone area clean & good repair	2	=		=			

O. PLAYROOM - Number of games and rides [ ]

O. PLAYROOM	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Floors & baseboards clean & in good repair	5						
2. Walls, ceiling & vents clean & in good repair	5						
3. Games clean (all areas)	5						
4. Games cabinets good condition (paint, graphics, etc.)	[illegible]						

TOTAL POINTS [ ]



OPERATIONS MANUAL

PART I GUEST SERVICE

O. PLAYROOM (Cont'd.)	WEIGHT	5	3	1	0	Total Earned Points	Comments:
5. Games operating properly (all areas)	5						
6. Attendant operated games operating properly	5						
7. Games & rides out of operation (ALL) ( ) 4 max. (2 on floor)	5						
8. Games--All lamps burning	5						
9. Coin mechs operating properly (ALL)	5	=		=			
10. Waste containers clean and in good repair	5	=		=			
11. Technical room locked, clean, organized	3						
12. All lighting working properly and correct	3	=		=			
13. Games sound level audible	3	=		=			
14. Emergency lights operating	2	=		=			
15. Video pick-up system working	2	=		=			
16. Video monitors clean	2	=		=			

P. KIDDIE AREA	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Ball crawl/space stations clean, in good repair, and operating properly	10						
2. Kiddie rides clean & in good condition	5						
3. Kiddie rides operating properly	5						
4. Hideaway clean & in good repair	5						
5. Kiddie rides--all lamps burning	5						
6. Kiddie rides sound audible	3	=		=			
TOTAL POINTS							



PART I GUEST SERVICE

	WEIGHT	5	3	1	0	Total Earned Points	Comments:
Q. COMPRESSOR ROOM							
1. Compressor room clean and no storage	3						
2. Power up, power down, PM posters in place & current	3	=		=			
3. Compressor oil level full	3	=		=			
4. Compressor Pressure 100 min. SPP - 100 min.; 190 max. CEC - 120 min.; 150 max.	3	=		=			
R. CONTROL ROOM							
1. Control room clean and organized	3						
2. Power up, power down, PM posters in place & current	3	=		=			
3. Control room panels and switches identified	3	=		=			
S. INTERACTIVE ANIMATION™							
1. Quality entertainment, exciting, appropriate, and guest interaction	10						
2. Operator available	10	=		=			
3. Booth clean and organized	5						
4. Sequence per policy	5	=		=			
5. Sound level	5	=		=			
T. FAMILY VISION™							
1. Picture quality, focused, adjusted properly	[illegible]						
2. Sound level	5	=		=			
3. Operated per policy	5	=		=			
4. Screen operating properly, clean	5	=		=			
	TOTAL POINTS						



PART I GUEST SERVICE

U. ANIMATION	WEIGHT	5	3	1	0	Total Earned Points	Comments:
1. Primary characters'[1] costumes clean and intact	10						
2. Primary characters'[1] head movements realistic (eye contact)	10	=		=			
3. Primary characters'[1] mouth movements in sync.	10	=		=			
4. Primary characters'[1] body movements in sync.	10	=		=			
5. Secondary characters'[2] costumes clean and intact	5						
6. Secondary characters'[2] movement in sync.	5	=		=			
7. Stationary props[3] clean and intact	5						
8. Animated props[4] functional, clean and intact	5						
9. All speakers working properly	5	=		=			
10. Elevated platform clean, orderly, and in good repair	5	=		=			
11. Curtains working and clean	5	=		=			
12. Character spotlights correct	5						
13. Stage lights working	5	=		=			
14. Show sound level per policy	5	=		=			
15. SPP - Manifold pressure-40# & 80# while show is running CEC - Regular board pressure-60#	3	=		=			
16. Manager's control station and microphone operative and in good condition	3	=		=			
TOTAL POINTS							

1-Ex, SPP-Billy Bob, Mitzi, Beach Bear, Fatz, Dook, rotational character(s); CEC-Chuck E. Cheese, Mr. Munch, Jasper T. Jowls, Helen Henny (or guest), Pasqually.
2-Ex, SPP-Looney Bird, Earl, sun, moon, other rotational character(s); CEC-Birds, Dolli, Arti, Beagles, King.
3-Ex, SPP-Drums, organ, gas pump, frog, rocks, trunk, Rolfe's cymbal, backdrop, still, surfboard, jugs, rotational props; CEC-Props are changed with show tapes so these will vary.
4-Ex, SPP-Spider, fire, flowers, Baby Bear, rotational props; CEC-Band, clapper board, flags.



PART II OPERATIONS REVIEW

	WEIGHT	5	3	1	0	Total Earned Points	Comments:
A. DISHWASHER AREA							
1. Area & equipment clean & organized	5						
2. Soap and rinse additive used	5	=		=			
3. Equipment maintained	3	=		=			
4. Correct wash & rinse temps.	3	=		=			
B. STORAGE AREA (Food & Non-Food)							
1. Area clean and free of debris	5						
2. Food organized & separated from non-food	5	=		=			
3. Product stored properly (OFF floor & DATED)	5	=		=			
4. Syrup tank area clean	3	=		=			
5. Cleaning equipment & material stored properly, clean	3	=		=			
6. Proper maintenance of beverage system	3	=		=			
7. Helium tanks secured (ALL)	3	=		=			
8. CO2 tanks secured (ALL)	3	=		=			
9. Cleaning spray bottles labeled (All)	3	=		=			
C. PIZZA PREP AREA							
1. Dough dated and timed	7	=		=			
2. Dough portions correct	7	=		=			
3. Dough handled & stored properly	7	=		=			
4. Pizza construction procedure followed	7	=		=			
5. Area clean, well lit, and in good repair	5						
					TOTAL POINTS		



PART II OPERATIONS REVIEW

C. PIZZA PREP AREA (Cont'd.)	WEIGHT	5	3	1	0	Total Earned Points	Comments:
6. Equipment clean, good repair	5						
7. Make table clean, stocked, dated, and in good repair	5						
8. Foods per specification and recipe	5	=		=			
9. Scales accurate	5	=		=			
10. Make table temp. (34° - 40°)	3	=		=			
11. Crust Cabinet temp. (34° - 40°)	3	=		=			

D. WALK IN COOLER	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Cooler clean, odor free and in good repair	5						
2. Product stored properly	5	=		=			
3. Product dated; rotated	5	=		=			
4. Proper temperature (34° - 40°)	3	=		=			
5. Approved bulb or protective cover	3	=		=			

E. FREEZER	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Freezer clean, free of ice, & in good repair	5						
2. Product dated; rotated	5	=		=			
3. Product stored properly	5	=		=			
4. Proper temperature maintained (0° to -10°)	3	=		=			

F. SANDWICH AREA	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Sandwich has eye appeal	10						
2. Clean and well lit	5						
3. Foods per specification and recipe	5	=		=			
4. Station stocked and dated	5	=		=			
5. Equipment clean & good repair	5	=		=			
6. Sandwich Station (34° - 40°)	3	=		=			
TOTAL POINTS							



PART II OPERATIONS REVIEW

G. PIZZA OVEN

	WEIGHT	5	3	1	0	Total Earned Points	Comments:
1. Proper cooking procedures followed (baking)	10	=		=			
2. Unit & vent fan clean, in good repair, & assembled properly	5						

H. TRASH REMOVAL

	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Dumpster area clean	5						
2. Kitchen trash cont.clean&lined	5	=		=			
3. Trash continuously dumped within policy	2	=		=			

I. MISCELLANEOUS

	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Costume character clean and in good repair	10						
2. Costume stored properly	10	=		=			
3. Employee uniforms & costumes clean & stored properly	10	=		=			
4. Employee hand washing area clean, stocked, in good repair, and utilized	5	=		=			
5. Office clean and organized	3						
6. Employee lounge clean and organized	2	=		=			

PART III SAFETY AND POLICY

A. SAFETY & SECURITY

	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Office & safe properly secured	5	=		=			
2. Non-guest doors secured	3	=		=			
3. The OSHA Job Safety posters posted on bulletin board	3	=		=			
4. First aid equipment available for use	3	=		=			
5. Fire extinguishers mounted, visible and charged	3	=		=			
6. Metal glove used cleaning slicer	3	=		=			

TOTAL POINTS ______



PART III SAFETY AND POLICY

A. SAFETY & SECURITY (Cont'd.)	WEIGHT	5	3	1	0	Total Earned Points	Comments:
7. Doors & passageways clear of debris and obstruction	2	=		=			
8. Electrical equipment grounded	2	=		=			
9. Floors no open drains & holes	2	=		=			
10. Utility shut-off known	2	=		=			
11. Equipment with proper safety devices & shields	2	=		=			
12. Fire alarms operational	2	=		=			

B. LABOR - Federal Labor Law Poster Requirements

Item	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. EEOC Poster	2	=		=			
2. The Federal Wage & Hour Act	2	=		=			
3. The Age Discrimination Employment Act	2	=		=			

C. ENERGY CONSERVATION

Item	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. Comfortable temp. maintained	5	=		=			
2. Breaker panels labeled	3	=		=			

D. POLICY

Item	WEIGHT	5	3	1	0	Total Earned Points	Comments
1. General Manager & Electronic Specialist ShowBiz College trained	10	=		=			
2. Operations Manual complete and updated	5	=		=			
3. Hours and days of operation as posted	5	=		=			
4. Billy Bob on floor per policy	5	=		=			

TOTAL POINTS ______

Special Projects: ______________________________



I. Pre-Evaluation Brief: ______________________ (Person briefed)

______________________ (Time/date)

5 points - Noteworthy*
3 points - Meets Standards
1 point - Below Standards*
0 points - Poor*

* A mark of "Noteworthy", "Below Standards", or "Poor" requires a specific written justification in the "comments" section.

The total points scored by the entertainment center is evaluated as follows:

Noteworthy	3267 to 4203	(Exceeds standards)
Meets Standards	2940 to 3266	(Meets standards)
Below Standards	2777 to 2939	(Does not meet standards)
Poor	0 to 2776	(Much below standard)

TOTAL POINTS EARNED ____________

EVALUATION GRADE ____________

II. Review: ______________________ (Person Briefed)

______________________ (Time/date)

Management Comments: ______________________

______________________ (Management Signature)

______________________ (Evaluator Signature)

SPP OPERATIONS MANUAL: JOB AIDS

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